

E-CHANNELS REQUEST FORM (For account holders only)



PERSONAL INFORMATION

Customer's Name

Surname

First Name

Other Names

Account Number

BVN

Phone no.

Email:

REQUEST

Issue Debit Card

Hotlist Card

Card No.

(First 6 digits)

(Last 4 digits)

Re-issue PIN

Reset-PIN

Issue a new Token

De-activate Token

Reset Token

Link Card to another Account No.

De-link card from account no:

Limit increase

current limit (N)

new limit (N)

New Transaction limit in words

Channel: Internet Banking

Mobile banking

USSD banking

Card

Card Transfer

Collection branch

\*Please turn overleaf to sign

Office Use Only

CSO's Name

CSO's Signature

Date

OPM's Name

OPM's Signature

Date

BH's Name

BH's Signature

Date

## TERMS & CONDITIONS

### 1. JUBILEE-LIFE MORTGAGE Bank Cards

IN THIS AGREEMENT, "We", "us" or "Our" refers to JUBILEE-LIFE MORTGAGE Bank and its agents, successor and assigns while "you" and "your" refers to the CUSTOMERS. By signing this Agreement you agree to be bound by the terms and conditions herein contained as well as the applicable laws, rules and regulations. You also agree to use the Cards in accordance with the provisions of this Agreement. If you do not agree to these Terms and Conditions do not accept or use the Card.

**DEFINITION OF TERMS:** As used herein, the following terms shall have the following meaning/s:

"ACQUIRING BANK" - Other banks providing terminals on which Card transactions are consummated by the CUSTOMER

"CARD" - Chip and PIN integrated electronic payment device issued by the Issuer to the CUSTOMER

"CUSTOMER" - refers to the customer of Jubilee-Life Mortgage Bank PLC authorized to use the e-products and services chosen.

"ISSUER" - JUBILEE-LIFE MORTGAGE BANK PLC

"Bank" refers to Jubilee-Life Mortgage Bank PLC (JLMB), an institution incorporated in Nigeria with registered office at Plot, 730 Adeola Hopewell Street, Victoria Island, Lagos.

"Electronic products" refers to the electronic products issued by Jubilee-Life Mortgage Bank, to its customers for use on their mobile devices, computers, and electronic gadgets and at ATMs and POS terminals. "Customer" refers to the customer of Jubilee-Life Mortgage Bank PLC authorized to use the e-products and services chosen.

"Account" refers to the customers current and/or savings account or any other type of account authorized by the bank as eligible accounts to operate through the use of the e-products.

"Personal Identification Number (PIN)" refers to the four digit secret password used by the CUSTOMER to access provided services.

"Hotlist" refers to the deactivation of an e-product from use on the InterSwitch network when it is reported lost or stolen.

"Username" refers to a sequence of characters that identifies a customer when logging onto his account via a computer, mobile device or any electronic gadget.

"Password" refers to a secret series of characters that allows you to log onto your account via a computer, mobile device or any electronic gadget.

"Electronic cards" refers to our verve debit, visa debit, MasterCard debit electronic cards.

"TERMS AND CONDITIONS" or "AGREEMENT" - These Terms and Conditions for JUBILEE-LIFE MORTGAGE BANK'S Card Products and Services.

1. The CARD issued is the sole property of JUBILEE-LIFE MORTGAGE BANK. It is non-transferable and will be accepted of accredited merchants only when properly signed and presented by the CUSTOMER whose name and signature are indicated on the CARD.

2. Card Replacement - Unless earlier terminated or cancelled, the ISSUER may replace the CARD from time to time.

3. Customer's Responsibility - The customer undertakes to be absolutely responsible for safeguarding his username, access code, password, PIN, and under no circumstance shall the customer disclose any or all of these to any person. The Bank is expressly exempted from any liability arising from unauthorized access to the customer's account and/or data which arises as a result of inactivity and/or otherwise of the customer to safeguard his username, access code, password, PIN and/or failure to log out of the system completely by allowing on screen display of his account in formation. The Bank is further relieved of any liability as regards breach of duty of secrecy arising out of customer's inability to safeguard his username, access code, password, PIN. Under no circumstance will the Bank be liable for any damages, including without limitation to direct or indirect, special, incidental or consequential damages, losses or expenses arising in connection with any failure of performance, error, omission, interruption, defect, delay in operation, transmission, computer virus or line or system failure, even if the Bank or its representatives thereof are advised of the possibility of such damages, losses or hyperlink to other internet resources are at customer's risks. The Bank shall not be responsible for any electronic virus or viruses that the customer may encounter in course of making use of these electronic products. The PIN, username, access code, password, token, shall remain in the customer's possession and shall not be handed over to anyone else. The PIN shall remain a secret known only to the CUSTOMER. The electronic products are issued on the condition that the bank bears no responsibility or liability for its unauthorized use. The responsibility lies fully with the customer to safeguard the electronic products once issued. The electronic products remain the property of the bank and is required to be returned unconditionally and immediately to the bank upon request by the bank or upon closure of the account linked to the electronic products.

The CUSTOMER shall be liable for the amounts charged to the CARD, including all the non-refundable fees and other charges and taxes required by the government, whether made in Nigeria or abroad and hereby agrees to accept and pay for such amounts without the necessity of proof of a signed charge slip. All charges, advances or amounts in currencies other than US Dollars shall be automatically converted at the time of posting to the billing currency (US Dollars) at Card foreign exchange selling rate, for which transactional fees may be applicable. The Transactional fees shall be imposed at the sole and absolute discretion of the ISSUER, and

may be subject to change. The Customer shall be informed prior to any such change. Such billing currency amount represents the amount due to the ISSUER for the ISSUER's purchase and payment on the Customer's behalf of the foreign currency necessary to discharge the amount/s due to the card and/or the Acquiring Bank and/or foreign Merchants affiliate/s. The Customer agrees that all cash withdrawal using the CARD shall be conclusively presumed to have been personally made or authorised by the Customer. The ISSUER may change the Card number and/or expiry date when issuing a replacement card to the Customer. The CUSTOMER is solely responsible for communicating this change to any party with whom the Customer may have payment arrangements. The ISSUER will not be responsible for any consequences arising from declined transactions, whether submitted under the old card number or otherwise. The CUSTOMER shall safely keep the CARD and not use the CARD after its expiry date or upon its cancellation or suspension nor permit anyone to use the CARD for any reason whatsoever. Registration for Internet banking services is for single use only; you must not permit other persons to use your login profile nor disclose to third parties.

4. Joining, Subscription and Annual Fees - The CUSTOMER shall pay the ISSUER a joining fee, subscription fee and an annual fee as may be set by the ISSUER from time to time. The annual fee and joining fee shall cover the administrative costs incurred by the ISSUER for the issuance and maintenance of the CARD. The subscription fee allows the CUSTOMER to enjoy the benefits of a particular programme subscribed to (such as mileage programme). The ISSUER reserves the right to alter from time to time benefits accruing to such programs without any prior notice to or consent from the CUSTOMER. Such benefits shall further be subject to the other terms and conditions for the use of the CARD. All paid fees indicated herein are non-refundable, even if the privileges are suspended or terminated, or if the CARD is surrendered by the CUSTOMER before the expiry date.

5. Accredited Merchants - The ISSUER has an agreement with MasterCard/VISA/VERVE whereby the CARD shall be honored at all accredited merchants worldwide at all times. However, the ISSUER shall not be liable to the CUSTOMER if, for any reason, the CARD is not honored by any merchant or the Acquiring Bank, or by MasterCard/VISA/VERVE. The CUSTOMER agrees to hold the ISSUER free and harmless from any and all claims for damages as a result of the failure of any accredited merchant or any Acquiring Bank, or of MasterCard/VISA/VERVE to honor the CARD.

6. Loss of the Card - In case of loss or theft of the CARD, the CUSTOMER shall immediately report such fact to the ISSUER, giving details of the place, date and circumstances of the incident and the last purchase(s) made prior to the loss or theft. Liability of the CUSTOMER for all purchases and/or cash advances made through the use of the lost or stolen CARD shall cease upon written notification by the CUSTOMER to the ISSUER. A card replacement fee shall be charged to the CUSTOMER to cover replacement of the CARD(s) and the costs of disseminating information about the loss or theft.

7. Authorization and Indemnity for Telephone, Telex and Facsimile Instructions - The CUSTOMER authorizes the ISSUER to rely upon and act in accordance with any notice, instruction or other communication which may from time to time be, or purport to be, given by telephone, mobile phone text messages, telex, facsimile, e-mail, or other electronic means by the customer or on his/her behalf (the "Instructions") which the ISSUER believes, in good faith, to have been made by the customer or upon his instructions or for his benefit. The CUSTOMER acknowledges that the sending of information or instructions through such text, fax, e-mail or other electronic means are not fully secure and may be intercepted by third parties. The ISSUER shall not be liable in the event that customer suffers any loss or damage as a result of instructions or personal information sent through such means, or personal information sent through such means.

The ISSUER shall be entitled to treat the Instructions as fully authorised by and binding upon the customer, and the ISSUER shall be entitled to take such steps in connection with or on reliance upon the Instructions as the ISSUER may consider appropriate, whether the Instructions include instructions to pay money or otherwise to debit or credit any account, or relate to the disposition of any money, securities or documents, or sending of information through mobile phone text messages, telex, facsimile, e-mail, or other electronic means. The CUSTOMER acknowledges that the sending of information through such channels is not secure; that messages sent through such channels may be intercepted by third parties, and that the ISSUER shall not be made liable in such instances.

In order for the ISSUER to render prompt and accurate service, the CUSTOMER authorizes the ISSUER to record (without the ISSUER being necessarily obligated to do so) any and all telephone conversations with the CUSTOMER, whether initiated by the ISSUER or by the CUSTOMER, including without limitation, the CUSTOMER's instructions, statements, complaints, inquiries and the ISSUER's advice and reminders in relation to the CUSTOMER's account with the ISSUER. The ISSUER may use these recordings for any purpose in any proceeding. The CUSTOMER further agrees to waive any right against the Issuer under the Cybercrimes (Prohibition and Prevention) Act, 2015 or any amendments thereto, or any similar law or regulation.

In consideration of the ISSUER acting in accordance with the terms of this Agreement, the CUSTOMER hereby irrevocably undertakes to indemnify the ISSUER and to keep the ISSUER indemnified against all losses, claims, actions, proceedings, demands, damages, costs and expenses incurred or sustained by the ISSUER of whatever nature and howsoever arising out

of or in connection with the Instructions. This indemnity shall remain in full force and effect until the ISSUER receives from the CUSTOMER a written notice terminating the same save that such termination will not release the CUSTOMER from any liability in respect of any act performed in accordance with this Agreement prior to such termination.

8. Disclosure of Information - The CUSTOMER hereby consents to the disclosure by the ISSUER of information about his/her account and credit standing to any of the ISSUER's local or foreign branches, any member of the JUBILEE-LIFE MORTGAGE BANK, other credit card companies, financial institutions or credit information/investigation companies, or to a court of competent jurisdiction or a government office or agency upon their order or for the purpose of verifying the authenticity of any documents submitted by the CUSTOMER to the ISSUER, or to third party service providers assisting the ISSUER in the administration of its card business or providing insurance for the ISSUER against the CUSTOMER's default or providing insurance for the CUSTOMER against fraud and unauthorized withdrawals.

9. Corrections - The CUSTOMER agrees that the ISSUER reserves the right to investigate and confirm (within a reasonable period in accordance with accepted and standard card business practice, existing laws, or regulations) any reported error or fraudulent transaction before making any corrections to the CUSTOMER's statement of account.

10. Change of Status - The CUSTOMER shall notify the ISSUER in writing of any change in the CUSTOMER's civil status.

12. Compliance - The CUSTOMER shall comply with all laws and regulations of the Federal Republic of Nigeria related to the use of the card.

13. Limitation of Liability - In the event of any action which the CUSTOMER may file against the ISSUER for any cause whatsoever, the CUSTOMER agrees that the ISSUER's liability shall not exceed the amount loaded on the Card or the damages actually proven to have been suffered by the CUSTOMER, whichever is lesser.

14. Non-Waiver of Rights - No failure or delay on the part of the ISSUER in exercising any right or power hereunder shall operate as a waiver thereof nor shall any partial or single exercise of any such right or power preclude any other right or power thereunder. No waiver by the ISSUER of any of its rights or powers under this Agreement shall be deemed to have been made unless expressed in writing and signed by its duly authorised representative(s).

15. Amendments - The ISSUER may, without prior notice, at any time and for whatever reason it may deem proper, amend, revise or modify the terms and conditions hereof. The CUSTOMER shall be deemed to have accepted the change if the CUSTOMER continues to retain or use the CARD.

16. Communication - The CUSTOMER undertakes to notify the ISSUER of any additional means of communicating to the CUSTOMER aside from what is disclosed in the Debit card application, as well as any change in the CUSTOMER's address, office or mailing address, e-mail, and telephone number. In case the mailing address is not accessible through mail or delivery, the ISSUER has the option to use the other addresses notified to ISSUER.

Notwithstanding this provision, the CUSTOMER agrees that any communication sent to the designated mailing address shall be considered as received by the CUSTOMER after ten (10) days from the date of mailing.

18. Venue - The CUSTOMER irrevocably agrees that any legal action, suit or proceeding arising out of or relating to these Terms and Conditions may be instituted, at the option of the ISSUER, in any competent court in Nigeria, and CUSTOMER submits to and accepts, with regard to any such action or proceeding for itself and in respect of its properties or assets, generally and unconditionally, the jurisdiction of any such court. The foregoing, however, shall not limit or be construed to limit the rights of the ISSUER to commence proceedings or to obtain execution of judgment against the CUSTOMER in any venue or jurisdiction where assets of the CUSTOMER may be found.

19. Binding Effect - The CUSTOMER's activation or use of the CARD shall be deemed as his/her acceptance of and agreement to be bound by these terms and conditions and such amendments hereof as may be made by the ISSUER from time to time.

These terms and conditions shall bind the CUSTOMER and his/her heirs, executors and administrators, and successors and assigns.

### 2. Change Transaction Limit

By increasing the withdrawal limit on my/our account beyond the recommended daily maximum of N20,000.00 using the Bank's USSD banking and Online Banking platform, I/We hereby irrevocably and unconditionally undertake:

1. To ensure that only authorized signatories are granted access to issue transfer instructions on the Platform. I/We understand that any instruction(s) issued with my/our account credentials will not be subjected to telephone, e-mail or any other manual confirmation by the Bank before transactions are completed.

2. To keep confidential and safe all Platform security related information and/or device such as PIN and Token. I/We understand that the Bank, its affiliates, and service providers will never request me/us to divulge any of these information by phone, mail or any other means. I/We undertake to report any request for such information to the Bank promptly.

3. To keep personal data supplied to the Bank up to date on a timely basis at all times while using the Platform. I/We acknowledge that my/our account number is linked to my/our phone number and e-mail address registered with the Bank. I/We also acknowledge the threat posed to the security of my/our account and funds by third-parties who gain control of my/our phone number and/or e-mail address or other personal data. I/We hereby agree to indemnify the Bank from any loss that occurs on my/our account due to any unauthorised swap or change to the phone SIM or e-mail address connected to my/our account by a third-party.

4. To irrevocably and unconditionally indemnify and hereby keep the Bank, its affiliates and service providers fully indemnified against all losses, claims, actions, proceedings, demands, damages, costs and expenses incurred or sustained by the Bank of whatever nature and howsoever arising out of or in connection with my/our use of the Platform.

### RULES AND REGULATIONS GUIDING THE USAGE OF THE ELECTRONIC PRODUCTS

The issuance and use of the electronic products shall be in accordance with the Central Bank of Nigeria (CBN) regulations. The customer shall use the electronic products strictly in accordance with the banking and financial control regulations of the CBN.

Non-compliance of these regulations shall make the customer liable and in such event, the customer may be deactivated, either by the bank or regulatory authorities, from holding or using the electronic products.

In case of multiple bank account ownership, the bank reserves the right to decide on the number of customers' accounts which may be linked to or accessed by the electronic products.

The PIN can be changed at any time through authorized channels. The PIN shall not be revealed to a third party under any circumstances and shall be the responsibility of the customer. The bank shall not be responsible for the disclosure or misplacement of the PIN or token by the customer.

The allocation of a new PIN, taken and / or the replacement of the electronic products shall not be construed as the commencement of a new contract. The transaction record generated by the bank will be conclusive and binding on the customer unless verified otherwise and corrected by the bank. The verified and corrected amount will thereafter be binding on the customer. The bank reserves the right to cancel the electronic products and stop its use at any time. A customer shall be permitted to withdraw or transfer cash up to the maximum amount and transaction number per day, as prescribed by the bank from time to time.

The electronic products are not transferable. Customers shall be sent computer generated PINs, usernames, passwords through selected mediums, or as otherwise selected by the bank, that will enable them activate and use the electronic products. The PIN, token and usernames are confidential and restricts use of the electronic products to the authorized user only. The customer is required to specify the account(s) through which transactions with respect to the specific electronic products are to be routed. Availability of the ATM service and/or acceptability of the electronic cards accepting ATMs and POS terminals, Internet and Mobile Banking is subject to the availability of funds in the customer's account with the bank.

The bank has the express authority to debit the account(s) linked to the customers' electronic products for the value of the cash transactions and any other applicable fees affected by the use of the electronic products. The customer expressly authorizes the bank to debit the designated account(s) with the transaction fees and service charges from time to time. The bank may at its absolute discretion amend the terms of use governing the usage of the electronic products. We may introduce a charge for any service provided under or in connection with this agreement. We will notify you on changes made on any means of communication that can reasonably be used. Changes will arise from changes in market conditions, changes in cost of providing the service to you, changes in legal or other requirements affecting us or for any other good reason. The bank from time to time in accordance with industry standards shall prescribe the fees for the use of service. We may change the terms of this agreement, including our charges upon notification to you about the change.

### TERMINATION OF AGREEMENT

This agreement will come to an end if either party gives a written notice to the other to that effect and you have returned all electronic products materials such as token, cards etc. and made all payments due under this agreement, i. the undersigned applicant, warrant that the above information supplied by me is true and correct. I agree that I have read, understood, and am hereby bound by the Terms and Conditions as stated above.

### Declaration

I/We hereby apply for electronic banking services with Jubilee-Life Mortgage Bank PLC. I/We understand that the information given herein are the basis for enrolling for e-channels and hereby warrant that such information is correct. I/We further confirm that the account type and/or E-services was duly selected by me/us after due consideration of the Bank's professional advice. I/We undertake to indemnify the Bank for any loss as a result of false information or error in the information provided to the Bank and further undertake to indemnify the Bank from any liability, loss, damage, injury, or claim arising from the said choice of account. I, the undersigned applicant, warrant that the above information supplied by me is true and correct. I agree that I have read, understood, and am hereby bound by the Terms and Conditions as stated above.

Customer's Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_